

Emergency Services Deputy Director

Dept: Emergency Services

FLSA Status: Exempt

General Definition of Work

Performs difficult professional work assisting with the planning, organizing and directing emergency services staff, planning in-service training programs, preparing and maintaining files and records, preparing reports, and related work as apparent or assigned. Work is performed under the general direction of the Emergency Services Director. Continuous supervision is exercised over all personnel within the team.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Oversees, selects, trains, evaluates, disciplines, coordinates, counsels and credentials staff and department operations.
- Develops and implements strategic plan for department.
- Assists the director in coordinating, preparing, implementing and administering the budget for the department.
- Assists with ensuring clinical care is provided through chart review, observation and data analysis.
- Ensures appropriate staffing for the Emergency Operations Center in the event of natural and/or man-made disaster incidents.
- Responds to field calls.
- Acts as the assistant emergency management coordinator.
- Attends and represents the county at professional organizations and meetings.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Comprehensive knowledge of the federal and state laws and regulations regarding civil defense and emergency management; comprehensive knowledge of all facets of emergency management operations; comprehensive knowledge of radio and telephone communications systems, their operations and implementations into emergency services; comprehensive knowledge of the principles and practices relating to industrial safety and accident prevention; comprehensive knowledge of applicable federal and state laws and regulations regarding employee safety; thorough knowledge and ability to use emergency medical equipment; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to calculate drug dose based on weight and volume; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to accept responsibilities and to carry out directives; ability to work with volunteers, volunteer organizations and related agencies; ability to communicate both orally and in written form; ability to write detailed reports; ability to establish and maintain effective working relationships with other agencies, associates and the general public.

Education and Experience

Bachelor's degree in emergency medical services, or related field and three to five years experience working as a paramedic with increasing responsibility, or equivalent combination of education and experience.

Emergency Services Deputy Director

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of over 100 pounds of force; work frequently sitting, speaking or hearing and repetitive motions and occasionally requires standing, walking, using hands to finger, handle or feel, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arm's length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires exposure to outdoor weather conditions and occasionally requires wet, humid conditions (non-weather), working near moving mechanical parts, working in high, precarious places, exposure to fumes or airborne particles, exposure to the risk of electrical shock, exposure to vibration, wearing a powered air-purifying personal respirator in place of SCBA and exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment; work is generally in a loud noise location (e.g. grounds maintenance, heavy traffic).

Special Requirements

- Incident command system (100, 200, 700, 800) certification.
- Incident command system (300, 400) certification.
- National Incident Management System (NIMS) training.
- Valid Driver's License upon employment. Valid driver's license in the State of North Carolina within 60 days of employment.

Competencies

Leading with Integrity: Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

Negotiation Skills: Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

Managing Customer Focus: Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

Quality Management: Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

Team Leadership: Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

Change Management: Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

Managing People: Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

Emergency Services Deputy Director

Visionary Leadership: Creates a clear, compelling vision; Communicates vision and gains commitment; Acts in accordance with vision; Displays passion and optimism; Mobilizes others to fulfill the vision

Financial Responsibility: Understands financial targets and budget goals; Incorporates financial analysis into strategic decisions; Implements operating budget flexibility to address changing priorities; Creates sound business cases to support expenditures; Promotes conservation of organizational resources

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date